

## DTS Enterprise Incident Report

As of 8/1/2011

GOED

### First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.

Cells displayed show the number of incidents resolved on first contact during the reporting period.

Customer Company	Top Number - Total Incidents Bottom Number - First Contact Resolution		
	High	Low	FCR Total
GOED	1 0	28 7	29 7
Customer Company Total	1 0	28 7	29 7

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### Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .

Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and

Critical within 30 clock minutes.

Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Top Number - Total Incidents

Bottom Number - Missed Initial Response

Customer Company	High	Low	MIR Total
GOED	1 0	28 2	29 2
Customer Company Total	1 0	28 2	29 2

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### Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards . Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and Critical within 30 clock hour minutes.

Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Top Number - Total Incidents

Bottom Number -Average time in hours

Customer Company	High	Low	ATTIR Total
GOED	1 0.22	28 0.21	29 0.21
Customer Company Total	1 0.22	28 0.21	29 0.21

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### Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.

Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

Top Number - Total Incidents

Bottom Number - Missed Resolution

Customer Company	High	Low	MR Total
GOED	1 0	28 0	29 0
Customer Company Total	1 0	28 0	29 0

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### Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.

Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Top Number - Total Incidents

Bottom Number - Average time in hours

Customer Company	High	Low	ATTR Total
GOED	1 1.03	28 0.40	29 0.42
Customer Company Total	1 1.03	28 0.40	29 0.42

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## Detail

<b>INC000000299919</b>	Tracie Cayford Application Services	Application Martin Gonzalez	Error GOED	Novell GroupWise High	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.22 1.03
<b>INC000000339043</b>	Barbara Bloedorn Voice/Data/WAN Services	Telecom Mike Johnson	Feature GOED	Telephone Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.62 0.62
<b>INC000000340248</b>	Chad Davis Application Services	None Tracy Goble	None GOED	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000340749</b>	Vicki Allison Metro A Desktop Support	None Burton Brown	None GOED	Novell Messenger Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.05
<b>INC000000341350</b>	Fred Lange Metro A Desktop Support	PC/Laptop Burton Brown	Performance GOED	None Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	1.25 1.41
<b>INC000000341493</b>	Chad Davis Help Desk	Mobile Devices Sarah Johnson	None GOED	iPhone Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.06 0.28
<b>INC000000342237</b>	Dave Hansford Capitol Desktop Support	Network Chad Poll	Password GOED	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.52 0.54
<b>INC000000342274</b>	James Buchanan Metro B Hosting	Application Cordell Measells	Password GOED	Contribute Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.56 0.56
<b>INC000000342450</b>	Fred Lange Metro A Desktop Support	Application Burton Brown	Error GOED	Internet Explorer Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.13 1.91
<b>INC000000342464</b>	Dave Hansford Metro D Help Desk	Network Doug Brown	Password GOED	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000342825</b>	Paola Diaz-narvaez Application Services	Application Martin Gonzalez	None GOED	Proofpoint Email Security Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.04
<b>INC000000344313</b>	Fred Lange Metro A Desktop Support	PC/Laptop Diane Pfeifer	None GOED	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.09 0.10
<b>INC000000344551</b>	Vicki Allison Metro A Desktop Support	None Burton Brown	None GOED	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.03
<b>INC000000344978</b>	Chad Davis Help Desk	Mobile Devices Vicky Marrelli	Error GOED	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.06 0.11
<b>INC000000345092</b>	Fred Lange Metro A Help Desk	PC/Laptop Ed Conrad	Error GOED	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.08
<b>INC000000345187</b>	Amy Hamblin Metro A Desktop Support	None Burton Brown	None GOED	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 1.33

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<b>INC000000345292</b>	Chuck Spence	PC/Laptop	None	None		TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Liz Evans	GOED	Low	Closed	TTR Missed: No	TTR: 0.09
<b>INC000000345407</b>	Tamra Villa	Telecom	Voice Mail	Telephone		TIR Missed: No	TIR: 0.69
	Voice Operations	Romanza Hamblin	GOED	Low	Closed	TTR Missed: No	TTR: 0.81
<b>INC000000345931</b>	Peter Callister	None	None	None		TIR Missed: No	TIR: 0.00
	Metro A Desktop Support	Burton Brown	GOED	Low	Closed	TTR Missed: No	TTR: 0.05
<b>INC000000345957</b>	Myrna Hill	None	None	None		TIR Missed: No	TIR: 0.00
	Metro A Desktop Support	Burton Brown	GOED	Low	Closed	TTR Missed: No	TTR: 0.04
<b>INC000000346119</b>	Myrna Hill	None	None	None		TIR Missed: No	TIR: 0.00
	Metro A Desktop Support	Burton Brown	GOED	Low	Closed	TTR Missed: No	TTR: 0.02
<b>INC000000346448</b>	Barbara Bloedorn	Billing	None	None		TIR Missed: Yes	TIR: 1.92
	Billing	Sara Huff	GOED	Low	Closed	TTR Missed: No	TTR: 2.62
<b>INC000000347645</b>	Gary Harter	None	None	None		TIR Missed: No	TIR: 0.00
	Metro A Desktop Support	Burton Brown	GOED	Low	Resolved	TTR Missed: No	TTR: 0.03
<b>INC000000347915</b>	Marie Magre	None	None	None		TIR Missed: No	TIR: 0.00
	Metro A Desktop Support	Burton Brown	GOED	Low	Resolved	TTR Missed: No	TTR: 0.04
<b>INC000000347918</b>	Patty Conner	None	None	None		TIR Missed: No	TIR: 0.00
	Metro A Desktop Support	Burton Brown	GOED	Low	Resolved	TTR Missed: No	TTR: 0.07
<b>INC000000349232</b>	Cicily Howell	Application	None	Novell Messenger		TIR Missed: No	TIR: 0.12
	Capitol Desktop Support	Chad Poll	GOED	Low	Resolved	TTR Missed: No	TTR: 0.20
<b>INC000000349560</b>	Marie Magre	None	None	None		TIR Missed: No	TIR: 0.00
	Metro A Desktop Support	Burton Brown	GOED	Low	Resolved	TTR Missed: No	TTR: 0.01
<b>INC000000352906</b>	Alex Quayson-sackey	None	None	None		TIR Missed: No	TIR: 0.00
	Metro A Desktop Support	Burton Brown	GOED	Low	Resolved	TTR Missed: No	TTR: 0.02
<b>INC000000353257</b>	Alex Quayson-sackey	None	None	None		TIR Missed: No	TIR: 0.00
	Metro A Desktop Support	Burton Brown	GOED	Low	Resolved	TTR Missed: No	TTR: 0.02